

ASTRP.235RC2



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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Lanier, et al.  
App. No. : 09/375,867  
Filed : August 17, 1999  
For : INTELLIGENT HELP SYSTEM  
Examiner : Todd D. Ingberg

I hereby certify that this correspondence and all marked attachments are being deposited with the United States Postal Service as first-class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on

May 12, 2004

(Date)

David N. Weiss, Reg. No. 41,371

SECOND STATUS LETTER

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Our file for the subject application reveals that there has been no action in this application since we filed the "Response to January 16, 2003 Office Action" on May 16, 2003.

Please inform us as to the status of this application.

Respectfully submitted,

KNOBBE, MARTENS, OLSON & BEAR, LLP

Dated: May 12, 2004

By:

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